



LEE COUNTY IT DEPARTMENT FY 2007-2008 Goals & Objectives

Mission Statement:

The mission of the Information Technology Department is to provide our customers with high quality, cost-effective, innovative, and responsive technical services.

Goal: (Network and Enterprise Services)

- Facilitate the collection, storage, security and integrity of electronic data on the enterprise network while ensuring appropriate, responsive and reliable data access.

Objectives:

- 1) Maintain enterprise services and data accessibility during 98% of working hours.
 - Will log all network related outages with information about department, services affected and total outage time. Outage times will be calculated against total working hours.
- 2) Maintain adequate backup and recovery system for organizational data by performing validated, automated, recoverable backups within specified time constraints 95% of time.
 - Data critical to organizational business – every 2 hours
 - Data critical to departmental business – every 4 hours
 - Data critical to individual business – every 8 hours
 - Will measure what data is stored offsite and frequency of backup vs. above criteria.

Goal: (Application and Business Process Integration)

- Proactively seek opportunities to improve business processes that elevate efficiencies between organization and internal/external customers.

Objectives:

- 1) Enable identified employees to be more efficient in daily operations by providing consolidated or unified messaging system to 75% of targeted individuals.
 - Measure # of unified messaging clients; Measure # of clients installed.
- 2) Film and produce board of commissioner meetings and make available via Internet web stream, library circulation, and TV (PEG) channel within 24 hours of completed meeting 90% of the time.
 - # of targeted meetings vs. produced available meetings within 24 hours.

Goal: (Helpdesk Operations)

- Guarantee that Lee County Employees have accurate, consistent, and timely solutions to system problems or issues.

Objectives:

- 1) Provide timely response to urgent and non-urgent IT Work Requests within given time constraints (Urgent – 4 hours, High -1day, Medium 3 days, Low – 5 days) for 95% of all received requests.
 - Measure Time request was received vs. response time.
- 2) Provide issue resolution for user requests by maintaining less than 10% of requests that become overdue.
 - Divide # of tickets overdue by number of requests received.

Goal: (Telecommunication Services)

- Develop, enhance, and manage the County's telecommunication system to provide high speed, transparent, and highly functional connectivity among all information resources in a cost effective manner.

Objectives:

- 1) Maintain incoming/outgoing voice communications 99% of all working hours.
 - Will log all telecommunication issues with information about department, employee name, and total outage time. Outage times will be calculated against total working hours.
- 2) Reduce targeted number of individual legacy phones (150) by 90%.
 - Report can be calculated by totaling total number of targeted legacy phones versus actual phones replaced.